

### **CASEWORKER SUPERVISOR**

**DEFINITION:** Under general supervision, performs work of considerable difficulty in providing supervision, technical assistance and guidance to caseworkers responsible for planning, scheduling and coordinating the delivery of services to clients; performs related work as assigned.

**ESSENTIAL FUNCTIONS:** This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

#### **TASKS:**

Monitors caseworker-client relationship by consulting with individual caseworkers to review, coordinate and/or modify case and work activity plans; supervises and monitors caseworkers in providing client services such as intake, interviews, initial case management, referrals, follow-up and other family support services; ensures work performance by caseworkers are in accordance with policies, program goals and objectives relevant to case assistance programs; maintains and monitors client files and relevant records to generate required reports; evaluates caseworkers' performance to ensure information by clients are accurately verified, recorded and inputted into database.

Coordinates, monitors and ensures outreach services, i.e., home visits and itinerant schedules are provided along with other welfare related and support services; coordinates with other Navajo Nation programs to provide additional support services including outreach/itinerant services; remains knowledgeable of national, state and tribal welfare related policies, public laws and regulations; interprets and enforces applicable policies and regulations; attends meetings, training and conferences; plans and conducts training for caseworker staff; addresses and resolves complaints and concerns pertaining to client services.

#### **KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:**

Knowledge of applicable tribal, federal, state, local laws, ordinances, statutes, rules, regulations, policies and procedures.

Knowledge of principles and practices of case management in the Navajo Nation.

Knowledge of principles and practices of supervision and entitlement programs.

Skill in interpersonal communications and dealing with people.

Skill in communicating both orally and in writing.

Skill in communicating effectively in the Navajo and English languages.

Skill in conducting interviews, counseling and training sessions.

Skill in program evaluation.

Skill in assessing needs and determining resolutions.

Skill in establishing and maintaining effective working relationships.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work involves light to moderate effort in supervising subordinate staff and evaluation performance.

**MINIMUM QUALIFICATIONS:** An Associate's degree in Sociology or related field; and two (2) years of public social welfare programs, one (1) year of which must have been in a management/supervisory capacity; or an equivalent combination of education, training, and experience which provides the capabilities to perform the described duties.

THE NAVAJO NATION

Class Code: 3760  
Community Education and Counseling Series  
Case Worker Group  
Overtime Code: Non-Exempt  
Pay Grade: 64

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Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.